

## **POSITION DESCRIPTION**

**JOB TITLE:** Intake / Records Clerk :

**DEPARTMENT:** Juneau County Department of Human Services

**DIRECT REPORT TO:** Support Services Manager **GRADE:** 8

**SALARY RANGE:** FT. X PT.

A. **ESSENTIAL FUNCTIONS AND GENERAL STATEMENT  
OF DUTIES & RESPONSIBILITIES**

- Must be able to maintain strict confidentiality, have excellent interpersonal skills, pleasant personality, phone etiquette, helpful attitude, and understanding of persons compromised by mental illness or addiction.
- Must be able to communicate effectively with the public, even under duress, while maintaining composure and professionalism.
- Maintain, incorporate, and accurately account for all health records in paper and electronic format.
- Requires self-direction, sound time management, efficiency skills, and a team player.
- Possess extensive knowledge of instructions, procedures, and equipment used in the Records Office.
- Possess extensive knowledge of correct methods of input data form handling and proper order of forms.
- Ability to read and record information accurately.
- Ability to learn how to direct and train other operators.
- Ability to understand need for security and confidentiality.
- Possess understanding of HIPPA privacy laws.
- Possess emotional maturity, objectivity, resourcefulness, initiative, reliability, and attention to detail.
- Ability to relate to a variety of staff and professions in a positive, professional manner.

**DATA ENTRY:**

- Review for accuracy, correct, and input data into the Program Participation System (process intakes, openings, closings, additional services) and other specialty modules.
- Review for accuracy, correct, and input Long Term Support data into Human Services Reporting System.
- Review for accuracy, correct, and input Family Support data into Human Services Reporting System.
- Make files for each case opening including typed face sheet, master card, labels, and file information when in paper format.

- Provide Billing Unit with forms as required.
- Attend necessary trainings/meetings involved with data entry systems.

#### **RECORD KEEPING:**

- Record keeping is in electronic and paper form.
- Check files for financial forms, consent to treatment, client rights, DTRs, and other required content.
- Pull and give workers DTRs that are due monthly and subsequently re-file when completed.
- Keep files updated and pull files for auditing purposes.
- Provide professional service staff assistance in keeping files updated.
- Be available for court appearances when necessary regarding professional services files as the agency records custodian.
- File in service and intervention files all information of programs that are provided.
- Maintain record filing system, make recommendations for changes, do medical and service record filing and check file material for accuracy.
- Pull files for Medical Director and insure work is in order.
- Fax and file prescription re-fill requests as directed by Medical Director.
- Pull files for Professional Staff and process record requests.
- Provide letters of certification of records when requested.
- Purge files following guidelines set forth by county policy.
- Receive, separate, file, and distribute state reports to proper units.

#### **INTAKE:**

##### **Behavioral Health and AODA**

- Provide information regarding Mental Health and/or AODA programs by phone or in person.
- Complete intake interviews including suicide assessments by phone or in person obtaining personal, medication, insurance, physician, and past hospitalization information.
- Process requests for Mental Health and/or AODA treatment by completing PPS form and giving intake packet to billing department.
- Complete yearly AODA SAP-SIS report with information garnered from billing department and state.

##### **(APS) Adult Protective Services**

- Complete extensive interviews by phone or in person obtaining personal information (social security, DOB, phone number, address, etc.), household situation, medical conditions, and allegations of abuse and/or neglect of vulnerable adult(s).
- Determine if vulnerable adult(s) is (are) in immediate or imminent danger.
- Distribute information to APS workers.

**General Information**

- Provide contact information for local resources including housing, employment, daycare, food pantries, legal assistance, and other county programs.

**CLERICAL:**

- Cross-train clerical to fill terminal and intake/access absences.
- Back up other clerical staff as written in the DHS Receptionist job description as needed.

**B.****QUALIFICATIONS/EDUCATION/EXPERIENCE**

Associates degree in medical records with training or experience is preferred or supplemented by courses in additional business school training and three years of office experience, including typing, of which one year shall have been equivalent to the Juneau County Courthouse Group, grade level 8 or any equivalent combination of training and experience.

**PERSONAL ATTRIBUTES NECESSARY**

Responsible for the strict maintenance of client confidentiality. Assures that records that contain client names or other personal information are not visible to the public during office hours and are stored securely during non-office hours. Does not discuss client cases or other confidential agency information with anyone (staff or collaterals) at any time, unless there is a demonstrable need to know and a signed authorization to release information (as appropriate). Does not discuss client cases or other confidential agency information with members of the general public, including members of his/her family.

Responsible for making suggestions to improve program operations, existing service delivery systems, service selection and coordination on a systemic or individual client basis. Responsible for identifying problems and barriers and for recommending appropriate solutions. Responsible for contributing to a productive, harmonious, and cooperative work environment.

Must demonstrate a strong skill in establishing priorities; be able to review work and resolve issues in all clinical settings; and have the ability to multitask to achieve desired end results for all associated parties.

Must demonstrate practical knowledge of the targeted service field being supported (Mental Health; Substance Abuse, etc.). Maintain communication with various members in the service site setting. These communications skills should demonstrate the ability to identify issues, solicit cooperation, and obtain support for programs.

Highly professional and skilled interpersonally in order to work with clients who are compromised by mental illness or addiction.

Must be able to demonstrate emotional maturity, maintain positive rapport with all staff, and demonstrate teamwork in service

C. **ENVIRONMENTAL WORKING CONDITINS AND PHYSICAL DEMANDS OF THE POSITION**

Office setting. Must be physically able to sit at desk, walk to multiple work stations, and handle bending, stooping, pushing, and lifting. Must have the ability to hear and speak clearly. Must also possess quick thinking and decision making abilities.

D. **EQUIPMENT USED**

Computer, typewriter, Digital dictation, copier, fax, telephone switchboard and other office equipment.

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**EEOC/AA/ADA**

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

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